

12 CORE FUNCTIONS and 46 GLOBAL CRITERIA

I. SCREENING: The process by which the client is determined appropriate and eligible for admission to a particular program.

Global Criteria

1. **Evaluate** psychological, social and physiological signs and **symptoms** of alcohol and other drug use and abuse.
2. Determine the client's **appropriateness** for admission or referral.
3. Determine the client's **eligibility** for admission or referral.
4. Identify any **coexisting conditions** (medical, psychiatric, physical, etc.) that indicate the need for **additional** professional **assessment** and/or services.
5. **Adhere** to applicable **laws**, regulations and agency policies governing alcohol and other drug abuse services.

II. INTAKE: The administrative and initial assessment procedures for admission to a program.

Global Criteria

6. **Complete** required **documents** for **admission** to the program.
7. **Complete** required **documents** for program **eligibility** and **appropriateness**.
8. **Obtain** appropriately **signed consents** when soliciting from or providing information to outside sources to protect client confidentiality and rights.

III. ORIENTATION: Describing to the client the following: general nature and goals of the program; rules governing client conduct and infractions that can lead to disciplinary action or discharge from the program; in a non-residential program the hours during which services are available; treatment costs to be borne by the client, if any; and client rights.

Global Criteria

9. Provide an overview to the client by describing **program goals** and **objectives** for client care.
10. Provide an overview to the client by describing **program rules**, and **client obligations** and **rights**.
11. Provide an overview to the client of **program operations**.

IV. ASSESSMENT: The procedures by which a counselor/program identifies and evaluates an individual's strengths, weaknesses, problems and needs for the development of a treatment plan.

Global Criteria

12. **Gather** relevant **history** from client including but **not limited** to alcohol and other drug abuse using appropriate interview techniques.
13. Identify **methods** and **procedures** for obtaining **corroborative information** from significant secondary sources regarding client's alcohol and other drug abuse and psycho-social history.
14. Identify appropriate **assessment tools**.
15. **Explain** to the client the **rationale** for the use of assessment **techniques** in order to facilitate understanding.
16. Develop a **diagnostic evaluation** of the client's substance abuse and any co-existing conditions based on the results of all assessments in order to provide an integrated approach to treatment planning based on the client's strengths, weaknesses, and identified problems and needs.

V. TREATMENT PLANNING: Process by which the counselor and the client identify and rank problems needing resolution; establish agreed upon immediate and long-term goals; and decide upon a treatment process and the resources to be utilized.

Global Criteria

17. **Explain** assessment **results** to client in an understandable manner.
18. **Identify** and **rank** problems based on individual client needs in the written treatment plan.
19. Formulate **agreed** upon **immediate** and **long-term goals** using **behavioral** terms in the written treatment plan.
20. Identify the treatment **methods** and **resources** to be utilized as appropriate for the individual client.

VI. COUNSELING: (Individual, Group, and Significant Others): The utilization of special skills to assist individuals, families or groups in achieving objectives through exploration of a problem and its ramifications; examination of attitudes and feelings; consideration of alternative solutions; and decision-making.

Global Criteria

21. Select the counseling **theory(ies)** that apply(ies).
22. Apply **technique(s)** to assist the client, group, and/or family in exploring **problems** and ramifications.
23. Apply **technique(s)** to assist the client, group, and/or family in examining the client's **behavior, attitudes, and/or feelings** if appropriate in the treatment setting.
24. **Individualize** counseling in accordance with cultural, gender, and lifestyle **differences**.
25. **Interact** with the client in an appropriate **therapeutic** manner.

26. Elicit **solutions** and decisions from the **client**.
27. **Implement** the treatment plan.

VII. CASE MANAGEMENT: Activities which bring services, agencies, resources, or people together within a planned framework of action toward the achievement of established goals. It may involve liaison activities and collateral contacts.

Global Criteria

28. **Coordinate services** for client care.
29. **Explain** the **rationale** of case management activities to the client.

VIII. Crisis Intervention: Those services which respond to an alcohol and/or other drug abuser's needs during acute emotional and/or physical distress.

Global Criteria

30. **Recognize** the elements of the client **crisis**.
31. Implement an **immediate** course of **action** appropriate to the crisis.
32. **Enhance** overall **treatment** by utilizing crisis events.

IX. CLIENT EDUCATION: Provision of information to individuals and groups concerning alcohol and other drug abuse and the available services and resources.

Global Criteria

33. Present **relevant alcohol and other drug use/abuse information** to the client through formal and/or informal processes.
34. Present information about available alcohol and other drug **services** and **resources**.

X. REFERRAL: Identifying the needs of a client that cannot be met by the counselor or agency and assisting the client to utilize the support systems and community resources available.

Global Criteria

35. Identifying **need(s)** and/or **problem(s)** that the agency and/or counselor **cannot meet**.
36. **Explain** the **rationale** for the referral to the client.
37. **Match** client **needs** and/or problems **to** appropriate **resources**.
38. Adhere to applicable laws, regulations and agency policies governing procedures related to the protection of the client's **confidentiality**.
39. Assist the client in **utilizing** the support **systems** and community **resources** available.

XI. REPORT AND RECORD KEEPING: Charting the results of the assessment and treatment plan, writing reports, progress notes, discharge summaries and other client-related data.

Global Criteria

- 40. **Prepare reports** and relevant **records** integrating available information to facilitate the continuum of care.
- 41. **Chart** the **ongoing information** pertaining to the client.
- 42. **Utilize** relevant **information** from written documents for client care.

XII. CONSULTATION WITH OTHER PROFESSIONALS IN REGARD TO CLIENT TREATMENT/SERVICES: Relating with in-house staff or outside professionals to assure comprehensive, quality care for the client.

Global Criteria

- 43. **Recognize issues** that are **beyond** the counselor's base of knowledge and/or skill.
- 44. **Consult** with appropriate **resources** to ensure the provision of effective treatment services.
- 45. **Adhere** to applicable **laws**, regulations and agency policies governing the **disclosure** of client-identifying data.
- 46. **Explain** the rationale for the consultation **to the client**, if appropriate.